Message: RE: Database Questions

✉️ **RE: Database Questions**

From	Kraft, Emily	**Date**	Friday, March 3, 2017 2:18 PM
To	'Kristen M. Setterlund, MSW, LCSW'		
Cc			

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Hi Kristen –

See answers in red below.

From: Kristen M. Setterlund, MSW, LCSW [mailto:KristenS@LFCS.org]
Sent: Friday, March 03, 2017 1:58 PM
To: Kraft, Emily
Subject: Database Questions

Hi Emily,
We had a few more questions that have come up and wanted to make sure we are handling things correctly.

1. Income verification on birthing outcome – since our many of our clients are on maternity leave but are not paid, should we include their anticipated income or their income at the time of the child's birth, which will often be zero? The income portion of the birthing outcome serves as an eligibility determination checkpoint for the program, so if you put zero down for a client on unpaid maternity leave who will actually have an income in a few weeks that could exceed the eligibility limit, it would end up saying she is eligible when she is not. Therefore, if a client was previously working prior to going on maternity leave, enter the income that she had prior to going on her maternity leave and that expects to have when she returns to work. If she was not working prior to going on maternity leave and is still not working or does not anticipate going back to her job, I would put zero.

2. We have come across three clients that do not have a middle name on their birth certificate. Since we have to have a middle name to enter them, should we put N/A in that box? If a client does not have a middle name, put something obviously intentional in there, like "No Middle Name" that way if for some reason we have to look into that client for whatever reason, we're not looking for a client based off of information that appears correct but is actually incorrect.

3. Under living arrangements, we have some clients who lives with extended family members. None of the options seem to fit for that situation. Would it be possible to add that or should we mark "Lives alone" because the other options do not apply? Also, homeless was included in the past. We can mark "lives alone" if needed, but wanted to see if it would be better to add that too. I can request that ITSD add those options. For the time being, use "lives alone" for homeless and "lives with friends" for extended family members.

4. How should we record if a client was biracial? In the past, we could select multiple races, but

now we can only select one. If they could change it to select two or add "biracial," that would be great. Great suggestions. I can talk to ITSD about this as well, however, I have a sneaking suspicion that changing the race field from a single selection to a multiple selection may be difficult. "Biracial" may be easier.

Also, we are still having issues with the database kicking us out while entering an intake. In the middle of entering, it goes back to the main page and makes you start over. We can't figure out what is causing it to happen, but wanted I wanted to give you an update in case ITSD has been working on it. Also, one other question my subcontractors have been asking me. Is there a time frame on when reports will be available in the database? I know you said the focus had been on getting it up and running, but wasn't sure if that was something we could anticipate in the next couple months or further down the road. I know ITSD is currently trying to figure out what the issue is with the system doing weird things on the intake form. Are you using a PC or Mac?

As for the reports, last I heard, this was something they would be building "as they have time." However, I know that ITSD is always very busy, so I don't know what the actual timeframe is on that. I also know that they have been bombarded with emails from me about various user issues with the database launch, so I know that's adding to their workload. What kind of reports are you needing the most? I can at least communicate what reports I'd need before others, or possibly even be able to run primitive reports myself in the meantime if I can get access to the back end of the database.

Thanks,
Kristen

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